

**ABSTRACT OF THE DISCLOSURE**

A method of determining an efficiency of a repair process. The method includes the step of creating a vehicle identifier for the vehicle. The identified vehicle is examined to locate areas in need of repair. An extent of a repair is then estimated. Further, a total labor hours is estimated to perform the repair process. A vehicle production start period is determined and a vehicle production finish period is determined. A total shop production hours based upon when the repair shop opened and closed for each day between the vehicle production start period and the vehicle production finish period is simultaneously determined. A production process efficiency is then calculated for the completed repair process by dividing the total shop production hours by the estimated total labor hours, which reveals a true efficiency of the repair process by calculating the production process efficiency in terms of hours.